

Transportation Assets for Bristol CBOC

Bristol Area (Tennessee)

To get to Mountain Home VAMC:

Call N.E.T. Trans¹ (800-528-7776). Cost is approximately \$11 that must be paid in advance. VA will reimburse approximately \$20 for approved trip (subject to change). This service is door to door and can provide handicapped vans. Veterans should call at least 24 hours in advance. This service operates in all of Sullivan County. It is a first come; first served operation. This is a door to door service for veterans residing in Tennessee.

To get to Bristol (VA) CBOC:

N.E.T. Trans **will not** provide transportation to a Virginia address. In Bristol, public transportation is available for approximately \$0.60 each way. To use this service to get to the CBOC, take the bus to the bus hub in downtown Bristol (810 State Street, Bristol, TN). Transfer to the Virginia bus that goes down Lee Highway to Wal-Mart. It will stop at the Bristol CBOC. The cost of the transfer is \$0.10. Bus service starts at 7:15am from Bristol toward the CBOC. The last bus leaves toward Bristol at 5:42.

Bristol Area (Virginia)

To get to Mountain Home VAMC:

There are multiple ways to get to Mountain Home VAMC from Bristol.

Daily: There is no direct transportation from Virginia to Mountain Home. To use public transportation, veterans must get into Tennessee by using public or private transport to get to a Tennessee address. If using public transport, veterans can meet the N.E.T. Trans bus at the Bristol bus hub (810 State Street, Bristol, TN). Call N.E.T. Trans (800-528-7776) at least 24 hours in advance to arrange pick-up there. Ensure you have enough time to get to and from the appointment. Cost is approximately \$11 that must be paid in advance. If travel eligible, VA will reimburse for the trip (subject to change). **Veterans picked up at the bus hub in downtown Bristol should be prepared to wait outside (there is no inside area for waiting) for up to 75 minutes. N.E.T. Trans has a planning window of one hour plus travel time that equates to 1:15. Veterans can use another address if they can find a place that will allow them to wait that amount of time. For elderly and wheelchair veterans they can expect to be exposed to the weather for that amount of time.**

Weekly: Currently District 3 operates a service for \$1.00 for a round trip. This bus begins in Smyth County on Tuesday. It picks-up at the Exxon station on the corner of Euclid and Commonwealth at approximately 8AM. Bristol public transportation could drop off and pick up at that location. To use this service contact District 3 at (276) 783-8157.

¹ NET Trans does not wait at the drop-off site. At the end of an appointment, veteran calls for pick-up. NET Trans is to respond with a van within 1 hour.

To get to Bristol (VA) CBOC:

Public transportation is available using Bristol Virginia Transit. The CBOC is on the Exit 7/Wal-Mart Route. Service starts at 7:15am from Bristol bus hub and the last bus leaves Exit 7 at 5:42. Cost is \$0.60 each way.

For veterans over age 60, door to door service is available through District 3 (276.645.1031). This service is allocated in hours of service per month and may not be available the entire month. Must call for application.

Washington County, Virginia (Outside Bristol)

There is public transportation for those aged 60 and above through District 3 (276.676.2148) that provides door to door service that would bring passengers to CBOC or to a connection with public transport to get to Mountain Home VAMC. Must call for application. This service is allocated in hours of service per month and may not be available the entire month.

For those below 60 the only transport to Mountain Home is the weekly District 3 service. This bus operates each Tuesday. It stops at the McDonald's at Exit 14 at approximately 7:30 each Tuesday. It **DOES NOT** stop at the CBOC.

From Smyth and Wythe County

Currently District 3 operates a service for \$1.00 for a round trip. This bus begins in Marion each Tuesday at 6:45am. To use this service contact District 3 at (276) 783-8157. It does not currently stop at the CBOC, but we are working to add this location as a stop.

From Russell, Buchanan, Tazewell and Dickenson County

Four Counties (state partner of District 3) no longer provides free transportation. They will provide transportation (\$1.00 each way) to the Smyth County bus service by transporting veterans to I-81 Exit 14 each Tuesday for trips to Mountain Home (See Washington County). They will pick up veterans when they return that day. To get transportation to Mountain Home VAMC, call 276.963.1486. Subject to change.

From Lee, Wise, and Scott County

There is no public service to Bristol CBOC or to Mountain Home VAMC. However, Mountain Empire Older Citizens, Inc. does make runs to Kingsport where a link could be made to N.E.T. Trans for transport to Mountain Home VAMC or to Bristol bus hub to come to Bristol CBOC. This would be very cumbersome, but doable. The contact number is 800-252-6362.

Notes:

1. There is no reimbursement at this time for travel, regardless of distance, to a CBOC.
2. Currently, all trips to Mountain Home VAMC are reimbursed if veterans are travel eligible. Reimbursement is paid after appointment.
3. Transportation provided by the VA is available only to travel eligible veterans who have a medical need that makes travel by public transportation or privately

owned vehicle impossible. Transportation is not provided unless there is a medical need documented by the provider requesting transportation.